GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3197
ANSWERED ON:14.08.2003
SUPPLY OF POOR QUALITY FOODS
GORDHANBHAI JAVIA

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have received complaints of supplying poor quality food in the trains and at the railway stations in the country particularly South Eastern Railway and Southern States;

(b) if so, the details thereof and the reaction of the Government thereto;

(c) whether the Railways would take cognizance of this and improve the food quality at Railway Stations and inside trains; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b): State-wise data of complaints are not maintained by Railways. On South Eastern Railway,a total number of 56 complaints were received against both departmental and private licensees during 2002-03 regarding poor quality of catering services. Out of which, 22 cases have not been substantiated.. Following action has been taken in the remaining cases:-

Warning 7

Fined 1

Disciplinary action 13

Inquiry in progress 13

(c) & (d) : Indian Railways have taken several steps to ensure good quality of food supplied by them on trains from base kitchens and at Railway stations which include use of quality raw material and branded products, setting standards of hygiene and cleanliness, training of staff, frequent surprise checks and inspections etc. With a view to professionalise catering services on Indian Railways, the Ministry of Railways have set up the Indian Railways Catering and Tourism Corporation (IRCTC).